



# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

Alaska State Office  
222 West Seventh Avenue, #13  
Anchorage, Alaska 99513-7504  
<http://www.blm.gov/ak>



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Instruction Memorandum No. AK 2007-027  
Expires: 09/30/2008

To: All Employees

From: State Director

Subject: Employee Emergency Contact Information

The purpose of this Instruction Memorandum is to ensure that the BLM – Alaska has the ability to contact our employees in the event of an emergency. Every BLM facility is required to have a functional Continuity of Operation (COO) Plan, and a critical component of every COO Plan is an emergency communication plan.

The effectiveness of an emergency communication plan is dependent upon managers having ready access to personal contact information that enables them to communicate with agency personnel outside of normal duty hours. It is therefore the policy of BLM - Alaska that each branch, division or field office maintains a comprehensive, up-to-date employee directory containing personal contact information for every employee in the office/group covered by that directory. Offices vary widely in complexity and staffing; managers determine the optimum number of directories, and the best organizational level/s, at which to establish their directory or directories.

An alternative contact method should be available for disasters that result in the failure of standard electronic communications systems. The most commonly designated “low-tech” alternative for COO planning is the use of messengers. Further, COO planning specifically states that local agency resources will be used to directly assist Bureau employees after a disaster strikes. This can only be accomplished if the location of each employee is known. For these reasons home addresses should also be included in employee directories.

Managers and supervisors are responsible to ensure that employee directories are developed and maintained. They have the legal authority to access their employees' personal contact information, and the responsibility to ensure the confidentiality of that personal information. Employees are responsible to give their personal contact information to their supervisor and to advise the supervisor when significant changes occur to their information.

The Personal Emergency Information Card (BLM Form #1400-071) may be used for collecting the contact information required for employee directories. All employees should already have a completed Form 1400-071 on file with their supervisor. This form is available on the [Department of the Interior Forms Central](#) web site.

See Attachment 1, "Guidelines for Establishing Employee Directories." If you have any questions or need more information, please contact the State Safety Manager, Ken Higgins, at 907-271-6370.

Signed by:  
Gust C. Panos  
Acting State Director

Authenticated by:  
Maria Rivero-Folmar  
Records Specialist

Attachment  
- Guidelines for Establishing Employee  
Emergency Contact Directories (1 p)

## **GUIDELINES FOR ESTABLISHING EMPLOYEE DIRECTORIES**

**Developing Notification Rosters:** The emergency directory for a field office or division should contain a complete listing of all the staff in that office, along with each employee's home address and personal telephone number/s.

The size and complexity of a field office/division and its branches should be considered when the office determines at what level of the organization to create their emergency directory or directories. A small field office or division may choose to compile one comprehensive directory for their entire staff, but a larger office may consider creating a separate subdirectory for each organizational branch or section. If an office or division chooses to develop multiple subdirectories, the lead manager and his/her alternates must maintain copies of every subdirectory within their office or division.

**Call Down Trees:** It is suggested that offices with substantial numbers of employees use the home telephone numbers in their emergency directories to compile "calldown trees." A calldown tree is a system in which the supervisor/manager calls one or more designated employees to provide them with emergency information, and each employee that's contacted then calls other designated employees to further disseminate the information, who then in turn call additional employees. Each person listed in a calldown tree should be assigned two or more levels of contacts so that continuity is not broken if their primary designated contact is not available. Large offices may require calldown trees with several tiers.

If an office chooses to develop a calldown tree, a comprehensive version of the tree (i.e., listing every employee, who contacts them, and whom they contact in turn) should be included with the emergency directory. This system prevents unauthorized employees from having access to the contact information for all the employees in their section.

Important Note: The use of calldown trees necessarily entails allowing each employee to have access to the telephone numbers of one or more of their co-workers. Managers are advised to use sensitivity to interpersonal relations when assigning employees the personal telephone numbers of other employees.

**Management of Emergency Directories:** Emergency directories should be updated on a quarterly basis, but must be updated annually at a minimum. At least one copy of each emergency directory must be kept at the office of each manager and supervisor. In order to ensure emergency communications outside of normal duty hours, each manager and supervisor, as well as their designated alternates, must maintain an off-site copy of their office's directory.

**The personal information contained in emergency directories and call down trees is confidential and falls under the Privacy Act; therefore, personnel entrusted with their office's notification roster are required to provide fully effective safeguards to assure security and confidentiality.** All copies, whether in the office or off-site, must be maintained in a secure location. No new directory should be issued to any person who has not returned their previous copy/version. Directories returned to the issuing office must be shredded prior to disposal.